

Metrics: What Do We Measure, What Does It Tell Us?

Selection Criteria for Metrics

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How Useful Is the Metric?

A metric is a measure you can use to make a decision. When a customer asks “How do you know?,” your metric should provide this information.

To make sure your metric will be useful, you can test it against measurement selection criteria.



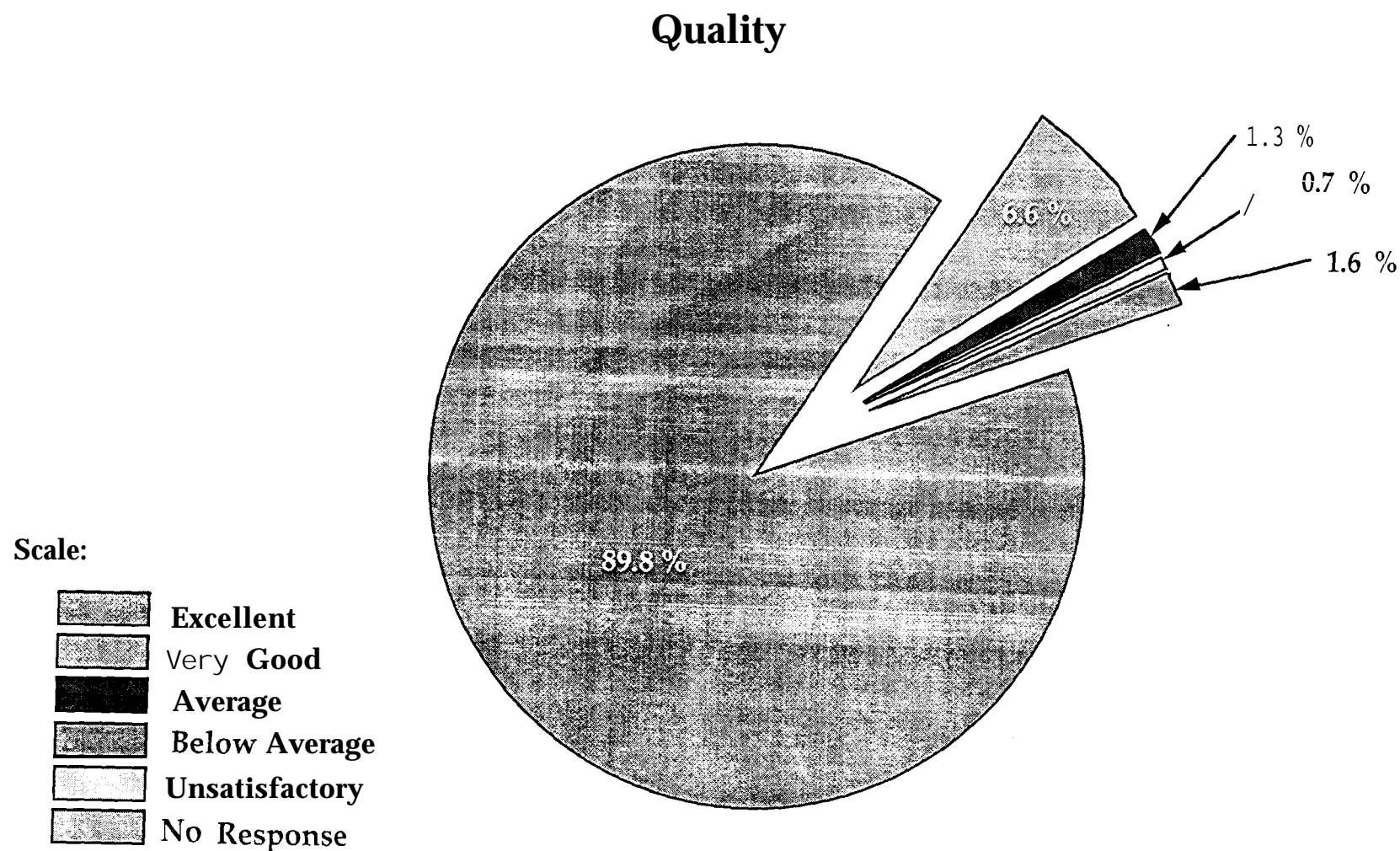
Selection Criteria for Metrics

Is the metric

- ♦ Consistent and stable
- ♦ Designed to add value
- ♦ Designed to show whether processes are improving
- ♦ Developed by the people who will use them
- ♦ Economical and easy to collect
- ♦ Important—tell you what you need to know
- ♦ Related to customer requirements
- ♦ Simple and understandable
- ♦ Timely
- ♦ Visible to the users



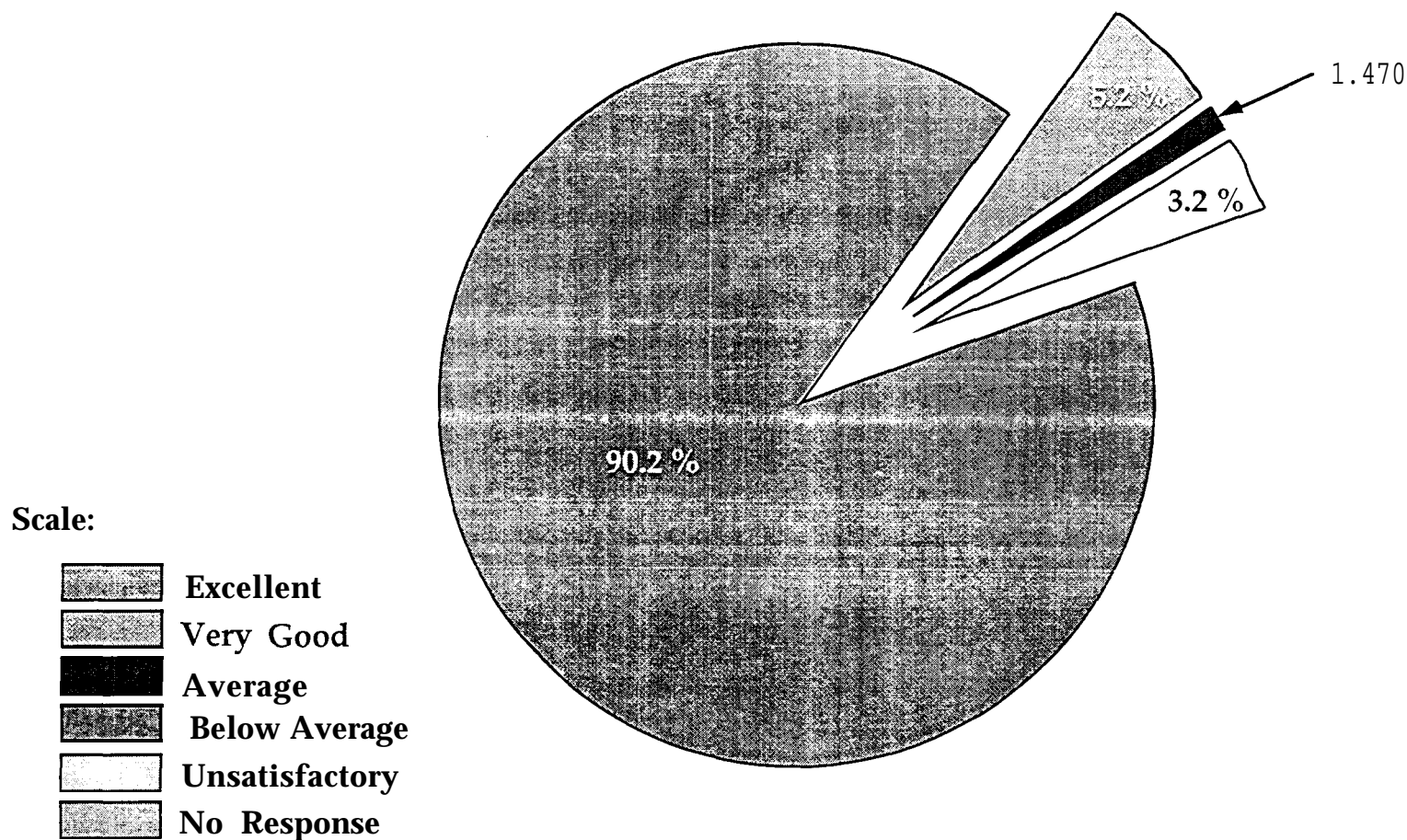
Duplicating Services: Responses to Customer Survey





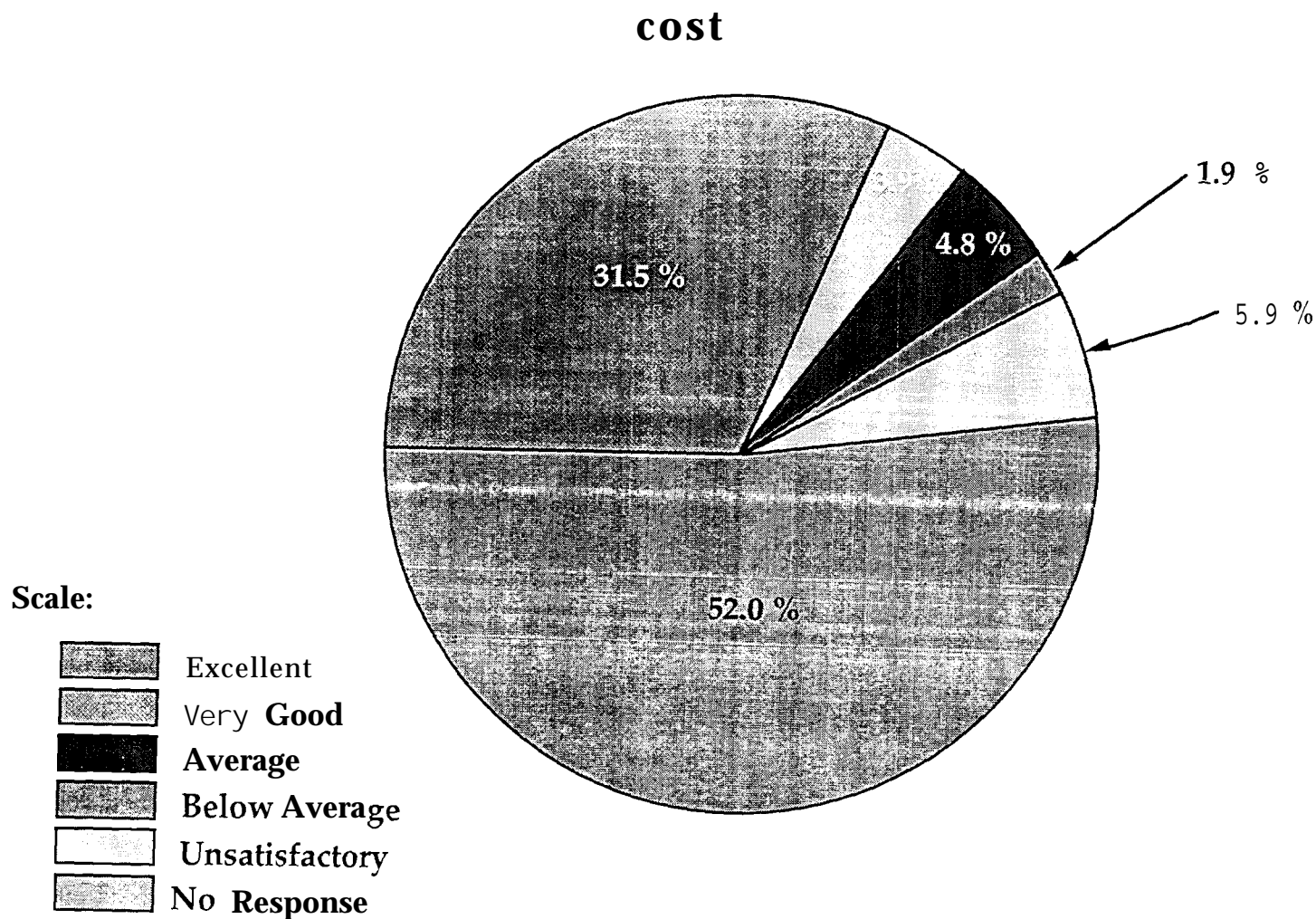
Duplicating Services: Responses to Customer Survey

Timeliness



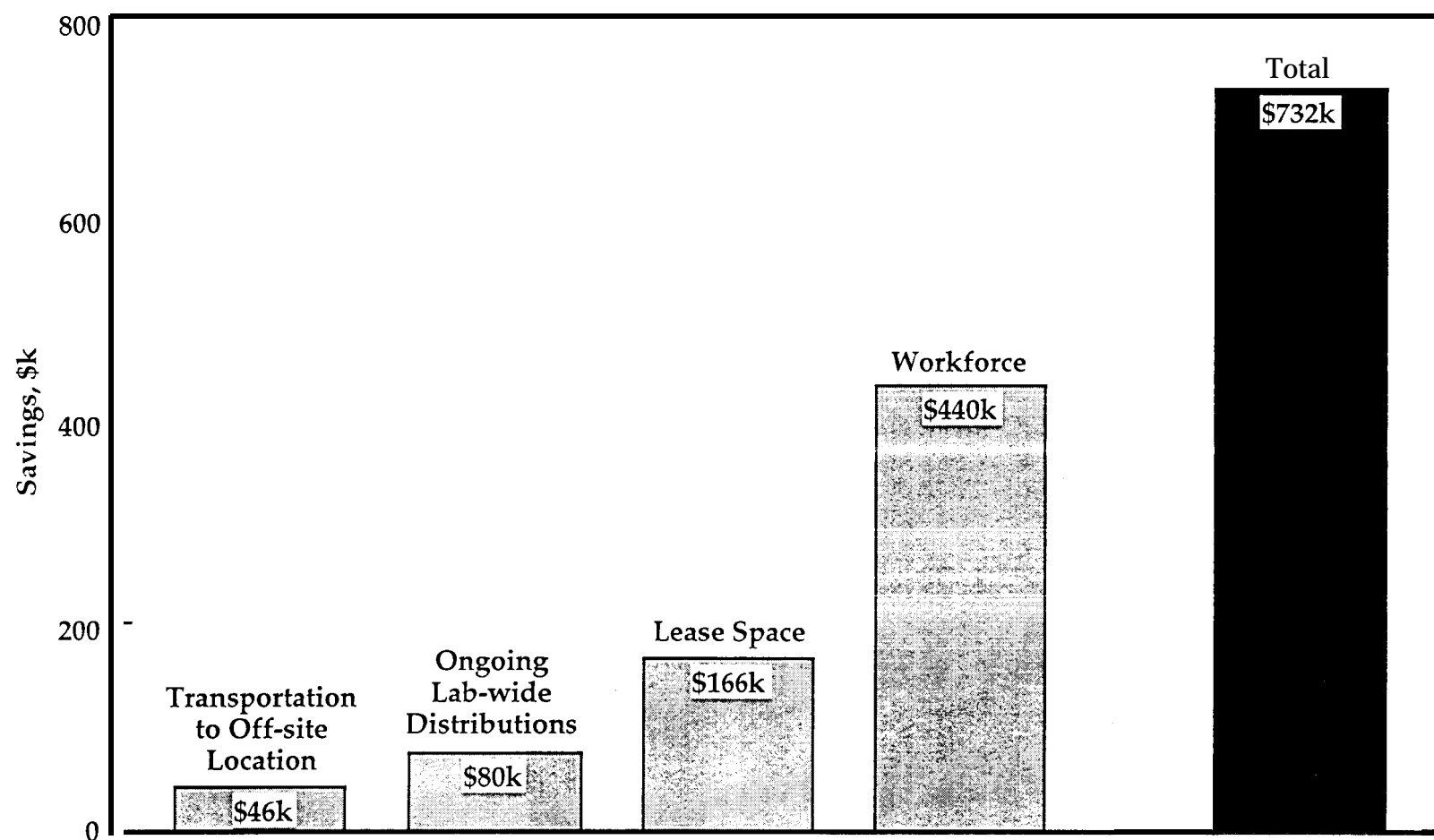


Duplicating Services: Responses to Customer Survey





Duplicating Services: FY'95 Cost Savings from Process Improvements



Use of Copy Paper (sheets)

